

#27

Practical Support Expectations

*If it matters to you, it
matters to us....*

Why this review?

Purpose of the theme

To understand customers' views on what sort of practical help they expect regarding odd jobs in & around the home.

When did we undertake the survey?

Throughout February & March 2021

You said...

Thank you for your support!

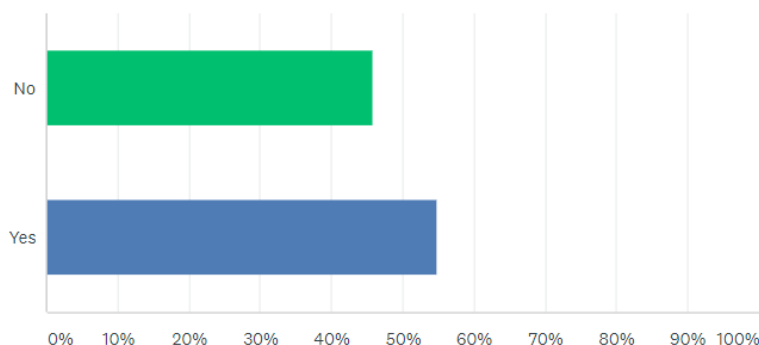
We received information from 305 of our customers

These were the responses our e2i Co-ordination Team received:

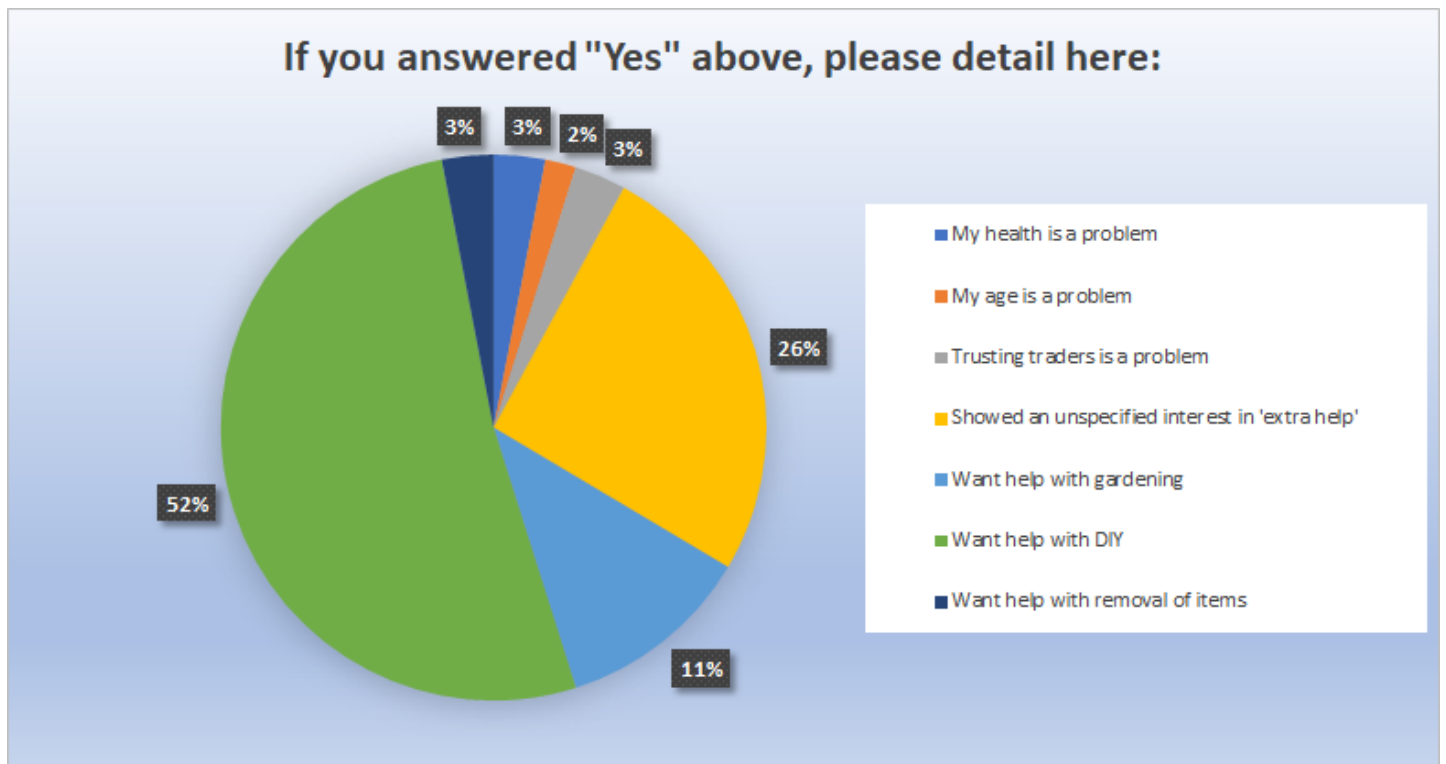
1/ Do you feel that you need more practical help to live more independently (eg decorating the inside of your property /putting up shelves / gardening)?

Do you feel that you need more practical help to live more independently (eg decorating the inside of your property / putting up shelves / gardening)?

Answered: 305 Skipped: 0



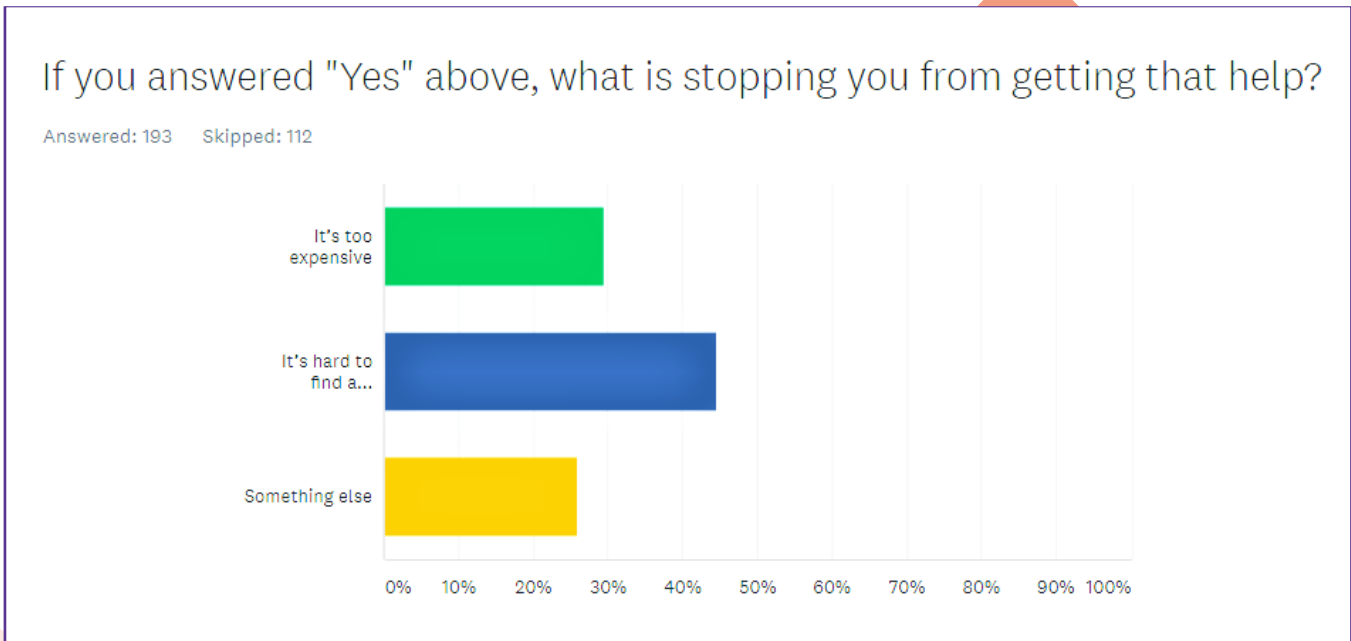
2/ If you answered "Yes" above, please detail here:



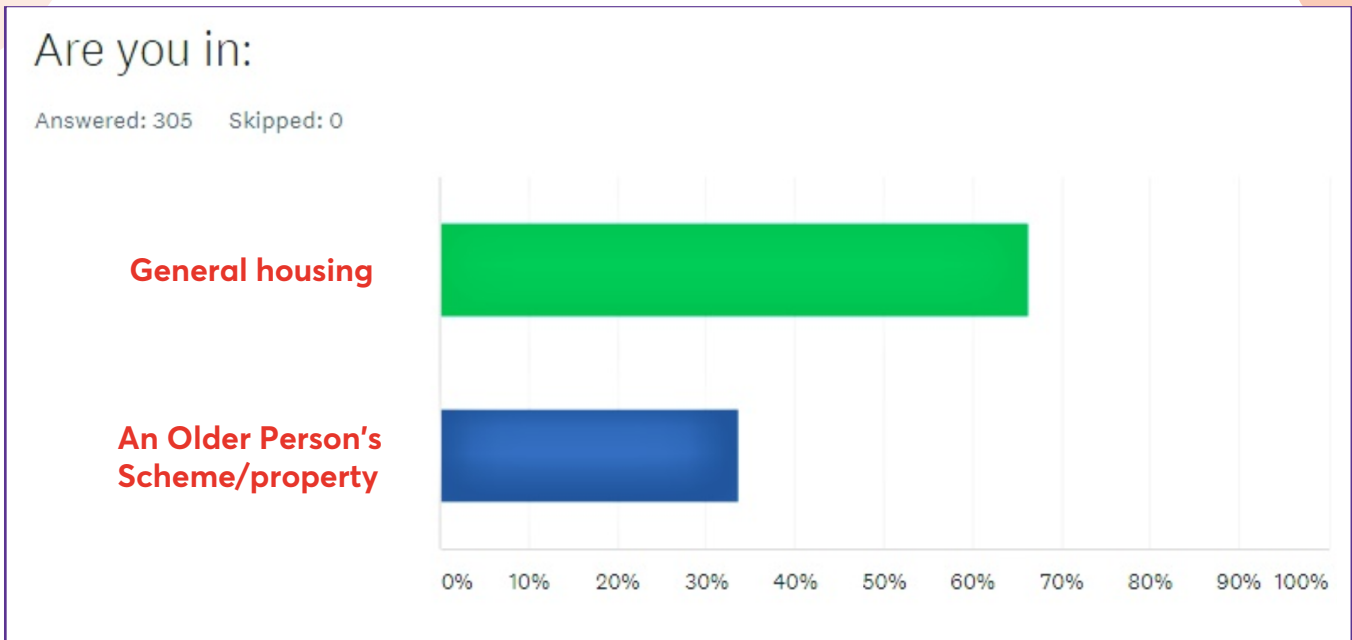
These were some of the comments we captured:

- "Too old to do it myself and don't know anyone trustworthy to carry out the task."
- "It's hard to find a reliable, cost effective source."
- "Decorating, shelving, pictures, getting rid of white goods/old furniture."
- "Nice to know of someone who can take items to recycling centre. I don't have access to a car to take items."
- "I would have a long list of jobs, worry about who you are inviting into your home, if ateb could vet and recommend that would be great."
- "This would be wonderful! I am too poorly to do things like this. To be able to pay someone I trust to do properly would be fantastic."
- "Getting help in is difficult, expensive and knowing someone to trust."
- "Yes because (I'm) on my own and can't do everything."
- "Putting up shelves, putting together furniture (for example a new fan), changing light bulbs."
- "As a wheelchair user and husband not very well, would love some help."
- "As I am getting older; I can't do everything, it would be a good service to know is there as it gives extra security."
- "I am a single mum of 5; having reliable help would be such a help. And I would expect to pay for this, but being affordable and dependable would make the world of difference."
- "(The service would) need to be affordable, as I don't have a lot of spare money but this sounds like an excellent idea."
- "This would be marvelous, friends not always available, even just for advice."
- "Decorating would be useful, putting up pictures/shelving."
- "Help with flat pack items would be a godsend."
- "Would be really helpful, struggle with these jobs due to health conditions, no family support."

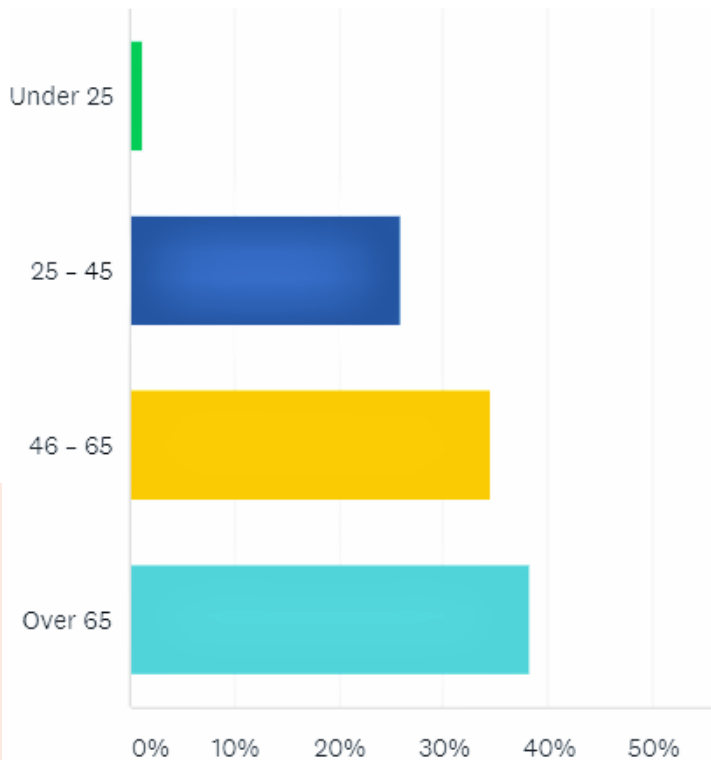
3/ If you answered "Yes" above, what is stopping you from getting that help?



4/ Type of accomodation



5/ To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into?



We did...

Based on the e2i theme findings, we intend to undertake the following Improvement Actions:

1. it was mentioned that PLANED's Directory of Care, providing a list of carers, but also trusted handy-people, is a bit wordy; that it could be more identifiable to customers & made more customer friendly; it was suggested that we ask the author in to talk to us. (Improvement Action)
2. The Trading Standards vetted selection of traders/helpers also needs to be explored more & made available to ateb customers. (Improvement Action)

To discuss with staff & other ateb customers the progress made with these improvement actions, please come to our Survey Planning Group which is currently scheduled for 14/09/21 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us

Drop us an email: engage@atebgroup.co.uk Visit our website: www.atebgroup.co.uk

Send us a note: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**

Phone or text us: **07500 446611 / 01437 774766**